

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 1, 2016/2017

**BOD3834 - ORGANISATIONAL DEVELOPMENT**  
(Distance Education)

12<sup>th</sup> OCTOBER 2016  
9.00 -11.00 a.m.  
(2 hours)

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### INSTRUCTION TO STUDENTS:

1. This question paper consists of **TWO** printed pages excluding the cover page.
2. Answer **ALL** questions.
3. The total marks for this paper is 100 marks.

Answer ALL questions. Each question carries 20 marks.

**Question 1**

- a) Briefly explain what organization development (OD) is. What aspects distinguish OD from business planning, technological innovation and organizational transformation? (10 marks)
- b) Describe THREE (3) environmental trends which created pressure on organizations to embrace organization development programs in the recent past. (10 marks)

[Total: 20 marks]

**Question 2**

- a) Your textbook comments 'most team building includes process consultation: helping the group to diagnose and to understand its own internal process.'
- Describe a work situation in which process consultation could have been used to good effect; and the results you would expect from its application. (10 marks)

- b) What are the components of the Johari window? Discuss. (10 marks)

[Total: 20 marks]

Continued...

**Question 3**

Discuss the role of the OD practitioner as a change agent. Compare and contrast the role of internal versus external OD consultants.

(20 marks)

**Question 4**

Organizations are becoming concerned about the dysfunction caused by stress:

- a) Identify the sources and effect of stress at the workplace. (10 marks)
- b) Discuss THREE (3) specific OD interventions aimed at alleviating stress in the workplace. (10 marks)

[Total: 20 marks]

**Question 5**

Answer any FOUR (4) of the following:

- a) What is 'planned change' as compared to 'unplanned change'?
- b) Explain how *artefacts* form an element of organization culture.
- c) What is organization learning? Explain.
- d) Briefly explain the role of coaching and mentoring at the workplace.
- e) What is the role of techno-structural interventions?

[20 marks]

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